

DVG - Alex Martelli

From: [REDACTED]
To: <alexm@dvg.com.au>
Sent: Monday, 23 December 2002 7:33 AM

Alex

Just a quick note regarding one of your employees Steve Rose.

My wife and I recently purchased a new X-trail from yourselves and just wished to express our extreme pleasure with the level of service that Steve has provided.

Having dealt with several other Nissan dealers in Perth, and not receiving much in the way of service, we were pleasantly surprised when contacting Steve. His level of professionalism, attitude and courtesy was exemplary and we feel that his outstanding efforts should be brought to your attention as in my opinion these would represent best practice.

Steve's service was one of the key factors that influenced our decision to purchase from your organisation (Not to mention the great deal). As a result we have already recommended Steve to one of our friends who is looking to purchase a new vehicle.

Finally Merry Christmas to you and your staff

Jason Warnes

[REDACTED]